



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : PFIFFNER, Kimberly Ann, et al.
 SERIAL NO : 09/918,091
 FILED : July 30, 2001
 TITLE : METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE
 CUSTOMER CONTACT MANAGEMENT

Grp./A.U. : 2152
 Examiner :
 Conf. No. : 2045
 Docket No. : P04763US0

**PETITION FOR FILING WHEN AN INVENTOR REFUSES
 TO SIGN UNDER 37 C.F.R. § 1.47**

Assistant Director for Patents
 Washington, D.C. 20231

RECEIVED

JAN 25 2002

Dear Assistant Director:

**OFFICE OF PETITIONS
 DEPUTY A/C PATENTS**

This is a Petition for filing when an inventor refuses to sign an application. This Petition is accompanied by a Supplemental Declaration for each of the joint inventors on behalf of the non-signing inventor who refuses to sign.

This Petition is further accompanied by a Statement of Facts In Support of Filing on Behalf Of Non-Signing Inventor by Patrick C. Fraizer and a Statement of Facts In Support of Filing On Behalf Of Non-Signing Inventor by Jeffrey D. Harty. These Statements of Facts provide proof of the pertinent facts.

The last known address of the non-signing inventor, Kelm Brueschke, is 1692 N.W. 8th Street, Apartment 4, Clive, Iowa 50325.

9/2002 AKELLEY 00000012 260084 09918091

CC:105

130.00 CH

CERTIFICATE OF MAILING (37 C.F.R. § 1.8(a))

I hereby certify that this document and the documents referred to as enclosed therein are being deposited with the United States Postal Service as First Class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this 17 day of November, 2001.

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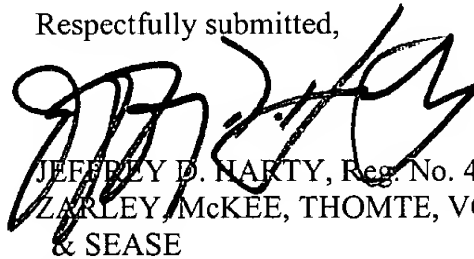
130.00 OP


 Jeffrey D. Harty

Enclosed is a check for the sum of \$130.00 the fee set forth in 37 C.F.R. 1.17(i) for this petition. The Director is hereby authorized to charge any deficiency to Deposit Account No. 26-0084.

Also attached is a one-month extension of time and a check for \$110.00 due in connection with this amendment; however, please charge any additional fees to Deposit Account No. 26-0084.

Respectfully submitted,



JEFFREY D. NARTY, Reg. No. 40,639
ZARLEY, McKEE, THOMTE, VOORHEES
& SEASE

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- JDG/bja -